



## MEMORANDUM

**TO:** Licence Appeal Tribunal Stakeholders

**FROM:** Ken Bednarek, Associate Chair  
Geoff Lacny, Registrar

**DATE:** December 4, 2025

**RE:** **Zoom to end support for its Workplace and Web Browser Applications on Windows 32-bit Operating System (OS)**

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As a result of Zoom ending its support for 32-bit systems, starting December 15, 2025, Zoom will only work on computers with a Windows 64-bit operating system. To join a Zoom meeting, you must use the 64-bit Zoom Workplace application or a compatible 64-bit web browser. This doesn't affect Apple MacOS computers.

This change made by Zoom affects all their users and not just the Licence Appeal Tribunal users attending virtual proceedings. Typically, this change affects older computers running operating systems that are no longer supported by Microsoft and may not be secure.

The Licence Appeal Tribunal is committed to providing support to users to help them to continue accessing virtual proceedings and events via Zoom. Users can still participate in or attend their Zoom meeting on their smartphones or tablets running on Apple iOS or Android, as these will not be impacted. They can also join their Zoom meeting by calling in, using a landline phone or making a voice call from their cellphone. More information is available on the Zoom website about [Zoom system requirements for iOS, iPadOS, and Android](#).

Users who are impacted and need access to a computer or phone to attend their proceeding can submit an Accommodation Request Form. An accommodation, or alternative arrangement, may be provided to support a need related to the Ontario Human Rights Code, or a need or concern related to procedural fairness.

For approved accommodation requests, Tribunals Ontario can provide access to alternative supports, including access terminals that include computer, internet access, a telephone, and on-site support to assist with basic technology issues or questions. Other options such as loaner phones/top-up minutes through Tribunals Ontario's phone program, or a written hearing may be provided.



## **Tribunals Ontario**

Licence Appeal Tribunal

## **Tribunaux décisionnels Ontario**

Tribunal d'appel en matière de permis

Users who may need support should make their request in advance to allow the Licence Appeal Tribunal to consider the request and make appropriate arrangements before the hearing.

This [information sheet](#) will help our users check their Windows version and web browser version. More information is also available on the Zoom website about [Zoom Workplace App end of support for Windows 32-bit operating system](#) and [changes to Zoom Web App browser support](#).

Although we have no control over this development, we understand the inconvenience it may cause some of our users. We will continue to support our users navigate through the change.

If you have any questions, please contact us at [LATregistrar@ontario.ca](mailto:LATregistrar@ontario.ca).

Sincerely,

Geoff Lacny  
Registrar

Ken Bednarek  
Associate Chair